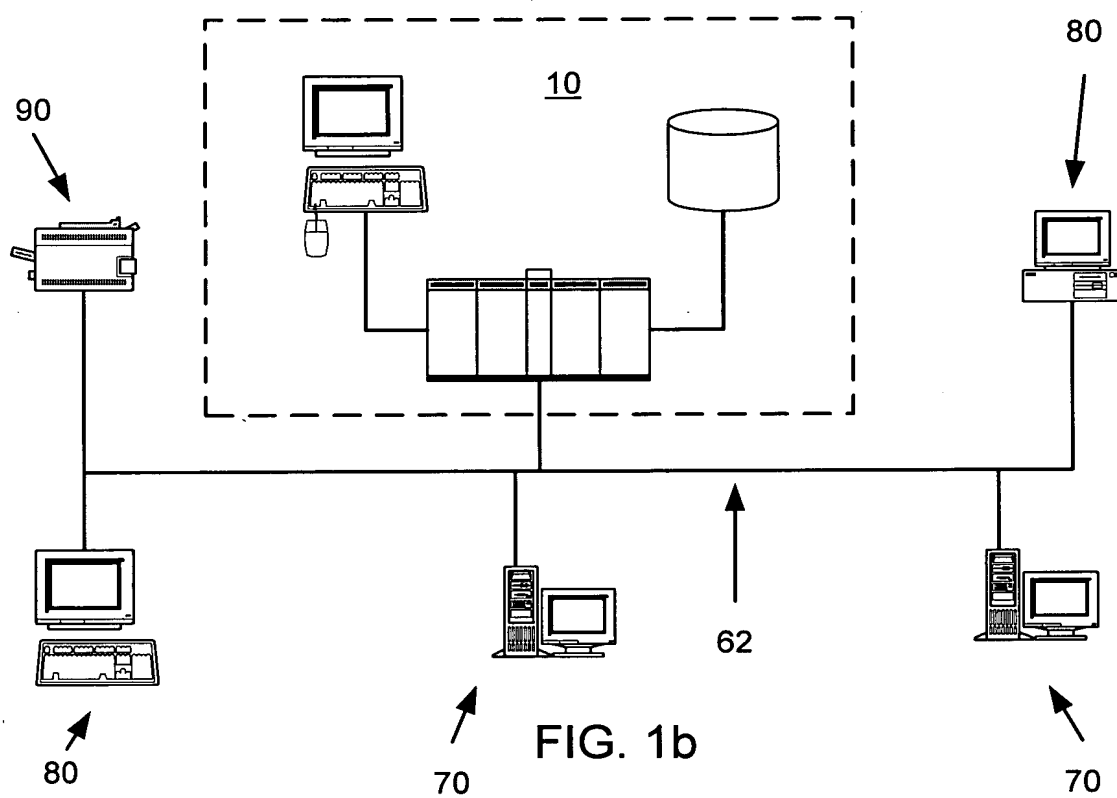


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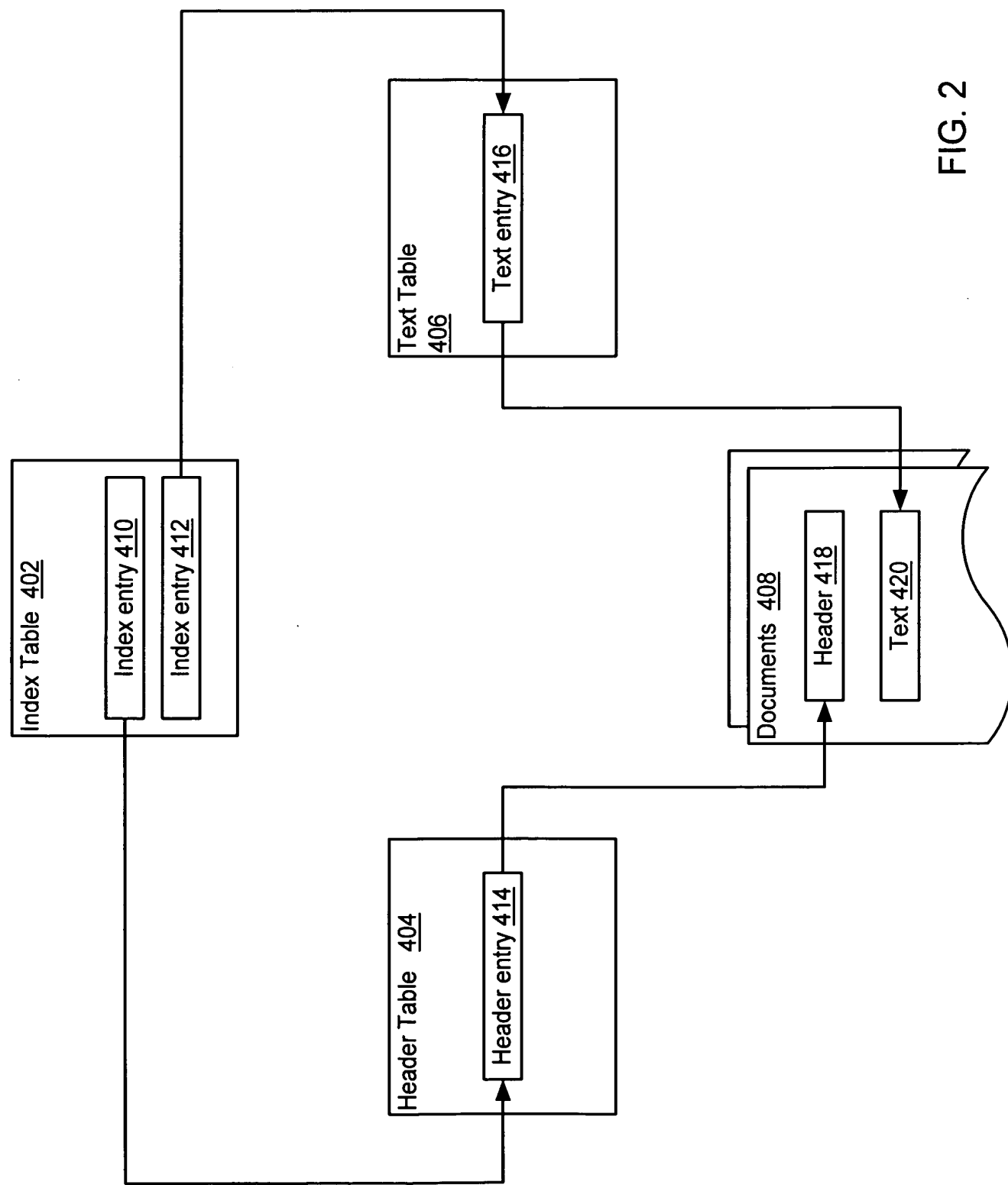


FIG. 2

OBJECT ID	PARENT ID	BYTE COUNT	NAME
10100000000000	10000000000000	1	< Header 1 >
10101010000000	10100000000000	26	< Header 2 >
10101020000000	10101010000000	925	< Header 3 >
10102010000000	10101020000000	1408	< Header 4 >
....	....	....	....

OBJECT ID	PARENT ID	BYTE COUNT	TEXT
1010100000001	1010100000000	36	< Section 1 Text >
1010100000002	1010100000000	362	< Section 2 Text >
1010101000001	1010101000000	967	< Section 3 Text >
1010102000001	1010102000000	1429	< Section 4 Text >
....	....	....	....



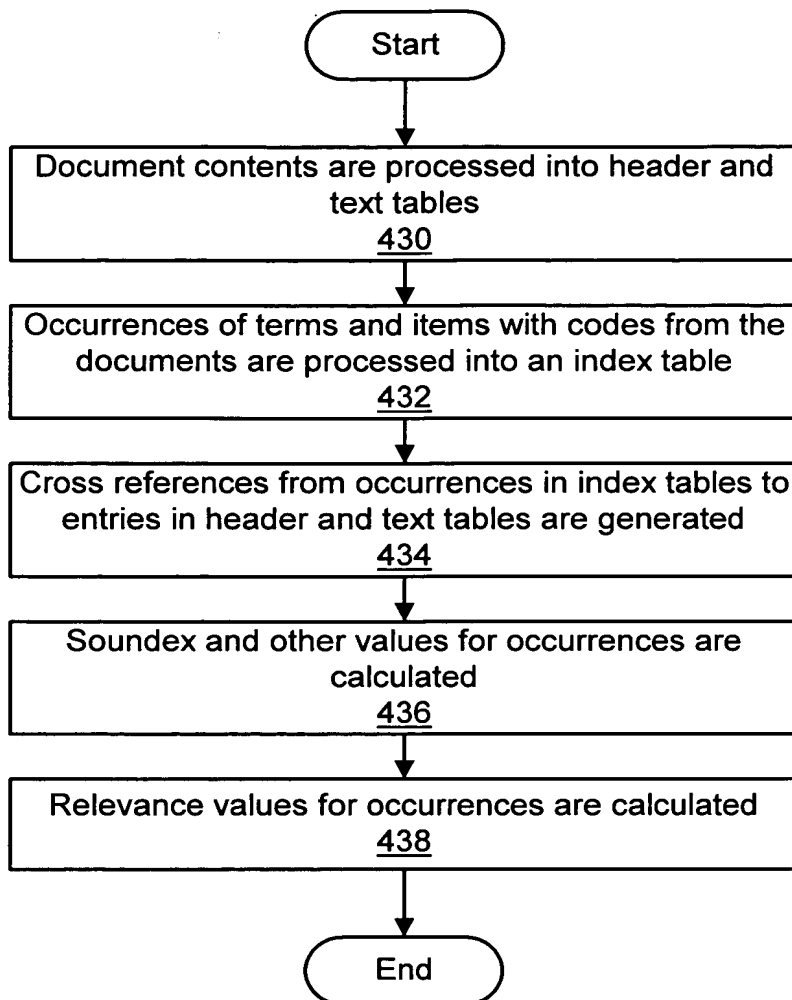


FIG. 6a

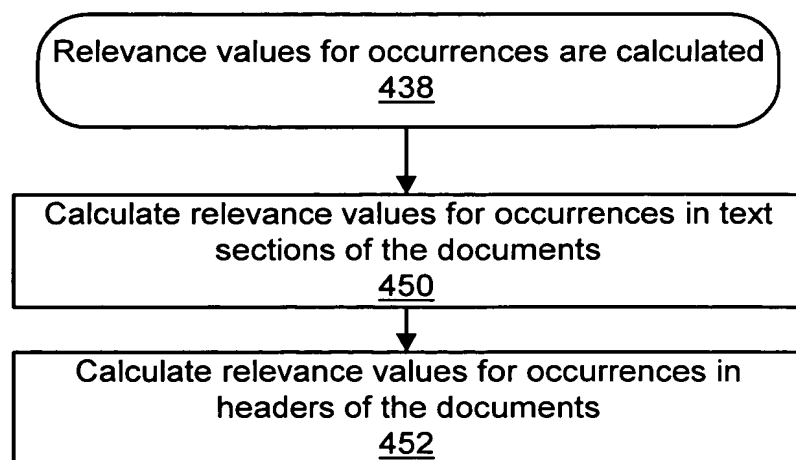


FIG. 6b

```
graph TD; 450([Calculate relevance values for occurrences in text sections of the documents  
450]) --> 460[Subtract occurrence position from total words  
460]; 460 --> 462[Add one  
462]; 462 --> 464[Divide by total words  
464]; 464 --> 466[Multiply by first scaling factor  
466]; 466 --> 467[Round relevance  
467]; 467 --> 468[Output relevance for text section occurrence  
468];
```

FIG. 6c

002230" 299E0960

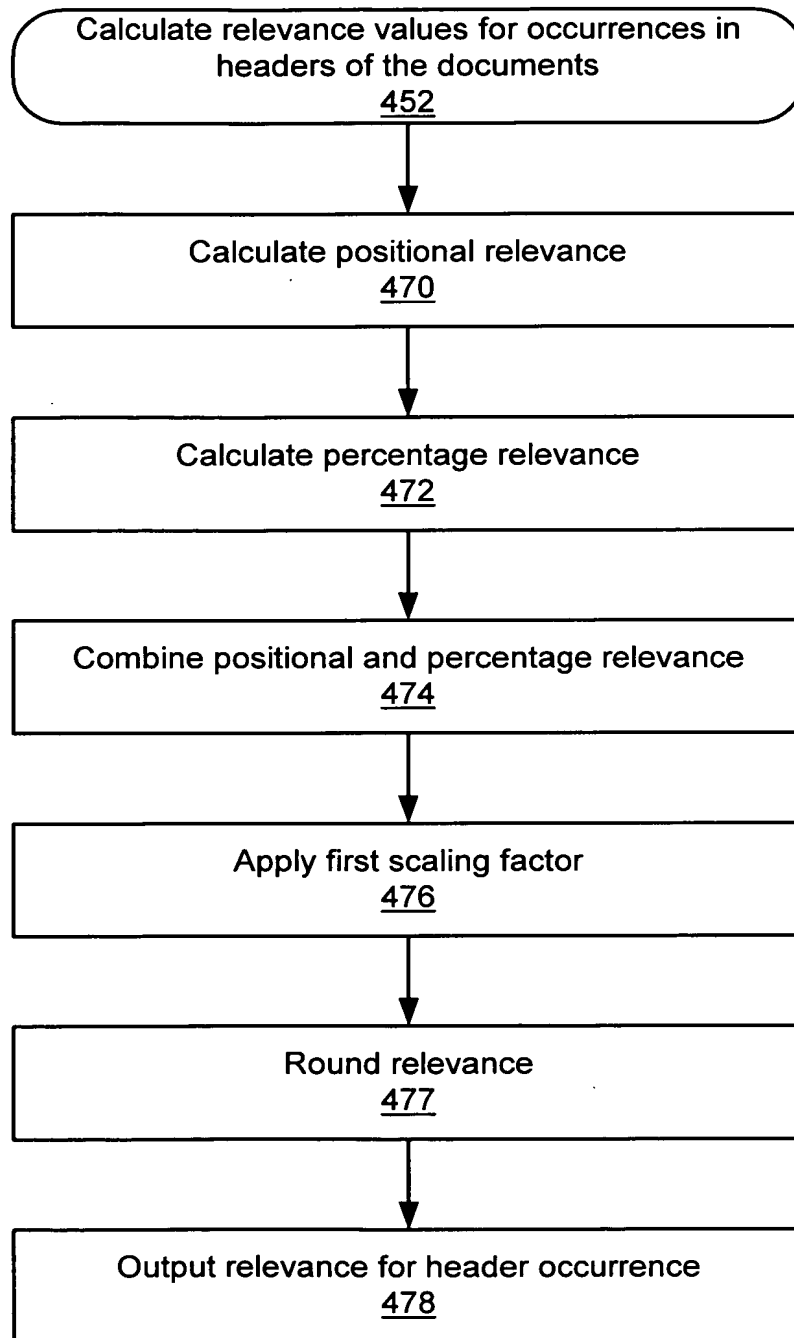


FIG. 6d



```
graph TD; A([Calculate positional relevance  
470]) --> B[Subtract occurrence position from total words  
480]; B --> C[Add one  
482]; C --> D[Divide by total words  
484];
```

Calculate positional relevance  
470

Subtract occurrence position from total words  
480

Add one  
482

Divide by total words  
484

```
graph TD; A([Calculate percentage relevance  
472]) --> B[Divide number of words in the term by the number of words in the header  
486];
```

FIG. 6f

```
graph TD; A([Combine positional and percentage relevance  
474]) --> B[Multiply positional relevance by second scaling factor  
490]; B --> C[Multiply percentage relevance by (1 - second scaling factor)  
492]; C --> D[Add the two scaled relevance values  
494];
```

Combine positional and percentage relevance  
474

Multiply positional relevance by second scaling factor  
490

Multiply percentage relevance by (1 - second scaling factor)  
492

Add the two scaled relevance values  
494

```
graph TD; A([Apply first scaling factor  
476]) --> B[Multiply combined relevance value by (1 - first  
scaling factor)  
496]; B --> C[Add first scaling factor  
498];
```

Apply first scaling factor  
476

Multiply combined relevance value by (1 - first  
scaling factor)  
496

Add first scaling factor  
498

FIG. 6h

```
graph TD; Start([Start]) --> 300[A user initiates processing of an insurance claim  
300]; 300 --> 302[The system enters a processing step (page) of the  
insurance claim processing  
302]; 302 --> 304[Context-sensitive help is invoked for the page  
304]; 304 --> 306[Page is displayed along with context-sensitive help  
for the page  
306]; 306 --> End([End]);
```

The flowchart illustrates the process of context-sensitive help. It begins with a 'Start' terminal, followed by a process step 'A user initiates processing of an insurance claim' (labeled 300). This leads to another process step 'The system enters a processing step (page) of the insurance claim processing' (labeled 302). The next step is 'Context-sensitive help is invoked for the page' (labeled 304), which then leads to 'Page is displayed along with context-sensitive help for the page' (labeled 306). The process concludes at an 'End' terminal.

**FIG. 7a**

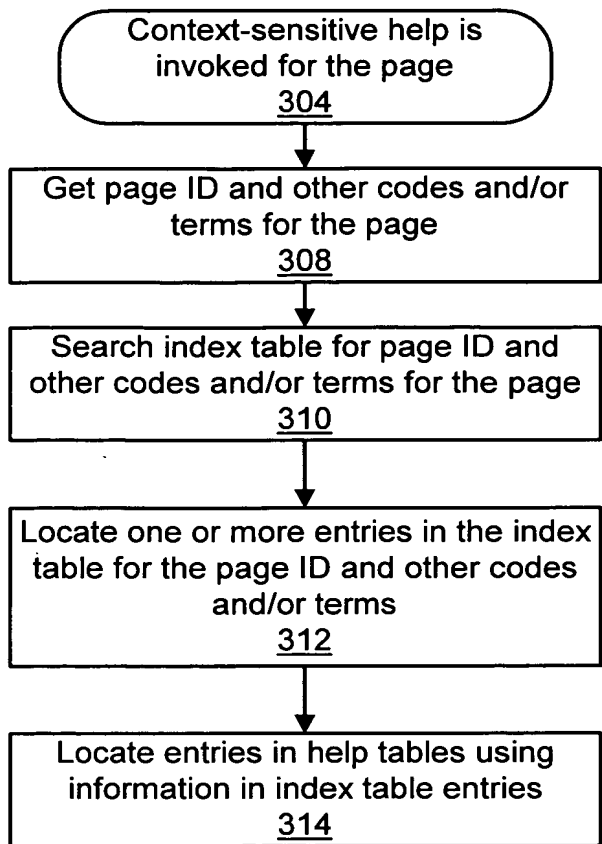


FIG. 7b

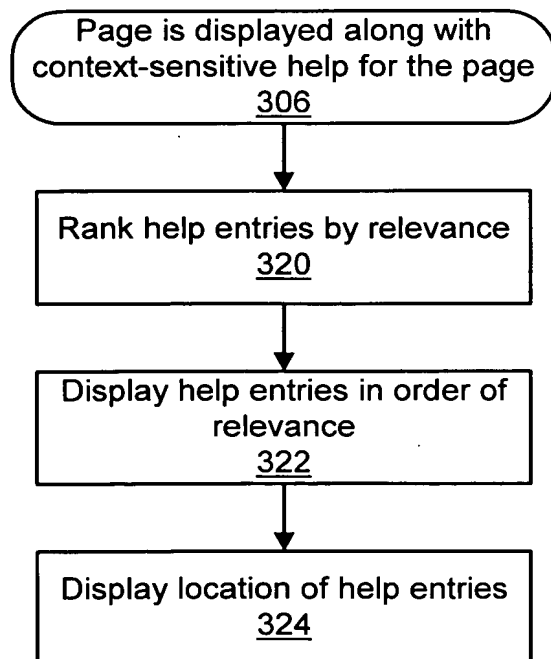


FIG. 7c

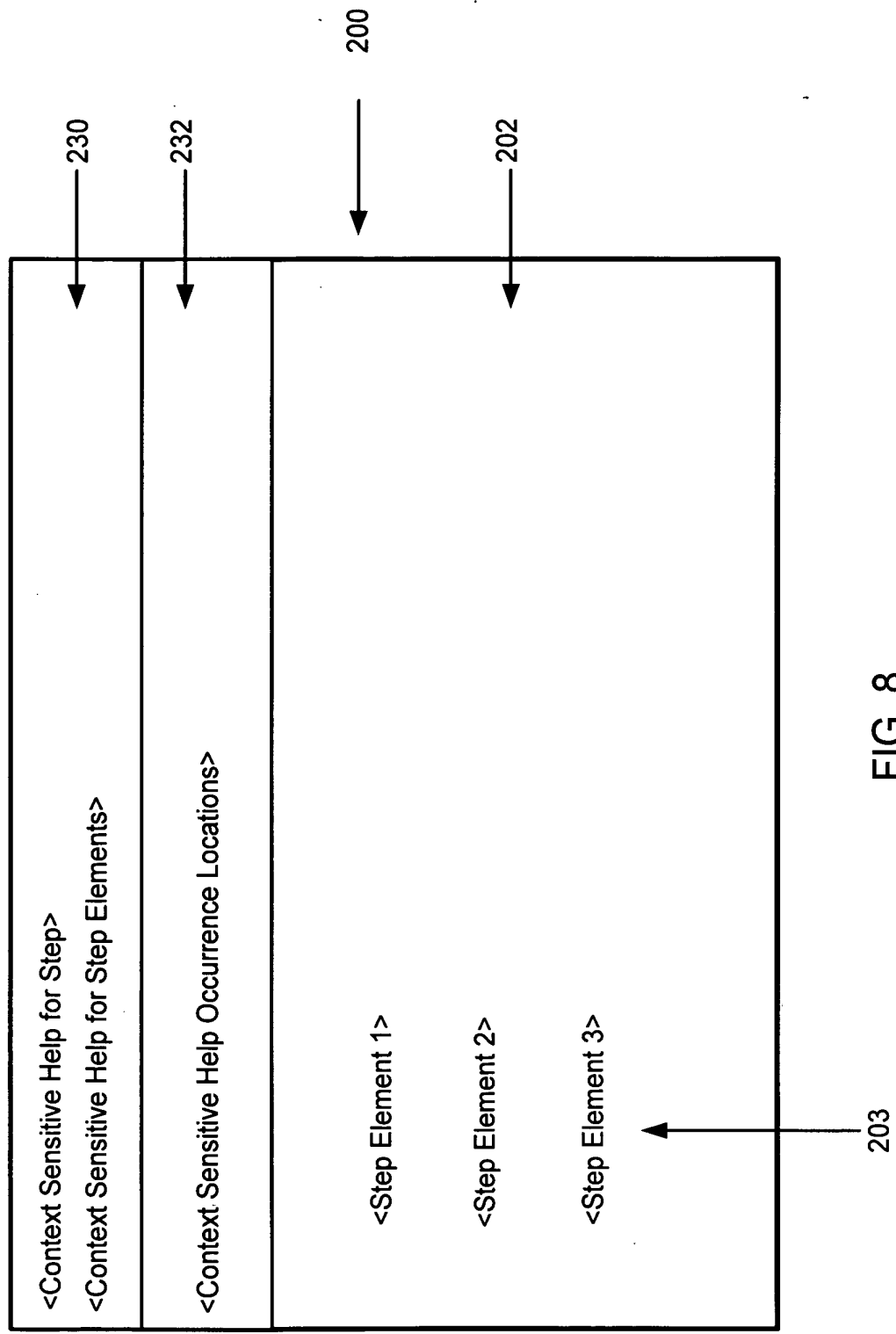


FIG. 8

Start

The user initiates a search for one or more terms  
350

Search index table for the one or more terms  
352


Locate one or more entries in the index table for the one or more terms  
354

<p>Locate entries in help tables using information in index table entries</p> <p><u>356</u></p>
---

## Rank entries by relevance

Display entries in order of relevance  
360

Display location of entries  
362



End

FIG. 9

[illegible]



Reference System

Chapter Headers - 'S' to Select - 'E' to Expand

Chapter 22 Medical Glossary

Chapter 23 Injury Codes byd

Chapter 24 Injury Codes byd

Context Sensitive Help

CLAIM NUMBER

CLAIM Number:

Enter the Claim Number.

Claimant Number:

Since multiple Claimants are often involved, you must enter the Claimant Number to indicate the specific Claimant you want to evaluate.

Injury Description:

206

200

202

Search returned 16 entries for CUBOLD

PF1=Help PF3=Exit PF7=PageUp PF8=PageDown PF9=Show/Hide Search

220

FIG. 11